

IN THE CLAIMS

1. (Currently amended) A method comprising for monitoring electronic commerce transactions, said method comprising the computer-implemented steps of:

simulating a transaction between a customer and one or more electronic commerce servers located in an enterprise network, said simulation performed using an access device located on an perimeter of the enterprise network;

wherein said simulation using the access device measures performance of an electronic commerce application independently of network conditions outside the enterprise network;

pinging a customer network using the same access device used for said simulation;

wherein said pinging measures network transport latency between the access device and the customer network independently of latency associated with the electronic commerce application; and

outputting said application performance measurement and said network transport latency measurement.

determining network transport latency between a network device located between a customer network and another network and an access point device located outside the customer network;

determining application test latency by transmitting an application test from the access point device to said network device located between the networks, wherein said application test is selected to represent a portion of said electronic commerce transactions;

determining a time interval between transmitting the application test and receiving a response; and

indicating said network transport latency and said application test latency on a display.

2. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 1 further comprising:

identifying a time of day associated with the measurements;

determining a first network transport latency baseline using previously determined values of network transport latency for the identified time of day, the first network transport latency baseline indicating an expected transport latency for the identified time of day that indicates an

average of previously determined values of network transport latency for a given day and time; and

determining a first application performance test-latency baseline using previously determined values of application performance measurements for the identified time of day, the first application performance baseline indicating an expected application performance for the identified time of day that indicates an average of previously determined values of application test latency for a given day and time.

3. (Currently amended) The method of for monitoring electronic-commerce transactions as recited in Claim 1 further comprising:

identifying a time of day associated with the measurements;

determining percentage deviation of said determined network transport latency measurement network transport latency from previously determined values of network transport latency for the identified time of day a given day and time;

determining percentage deviation of said application performance measurement determined application test-latency from previously determined values of application performance measurement for the identified time of day said application test latency for a given day and time; and

displaying the measurements and the determined percentage deviations,

wherein said step of indicating said network transport latency and said application test latency further includes displaying said determined deviation of said network transport latency and displaying said determined deviation of said application test latency.

4. (Currently amended) The method of for monitoring electronic-commerce transactions as recited in Claim 2 wherein said method further includes:

calculating a second different network transport latency baseline, said second network transport latency baseline indicating the lowest measured calculated network transport latency during a given time period; and

displaying the network transport latency measurement and said second network transport latency baselines baseline.

5. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 4 wherein a single graph is displayed that indicates the network transport latency measurement and the network transport latency baselines said network transport latency, said first network transport latency baseline and said second network transport latency baseline.

6. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 2 wherein said method further includes:

calculating a second different application performance test latency baseline, said second application performance test latency baseline indicating the lowest measured application performance calculated application test latency during a given time period; and

displaying the application performance measurement and said second application performance test latency baselines baseline.

7. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 6 wherein a single graph is displayed that indicates said application performance measurement and the application performance baselines application test latency, said first application test latency baseline and said second application test latency baseline.

8. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 2 further comprising measuring application performance wherein application component latency is determined for each of a plurality of application components and wherein said application performance measurements application component latency for each of said plurality of application components is displayed.

9. (Currently amended) The method of monitoring electronic commerce transactions as recited in Claim 8 wherein a first application component performance latency baseline is determined for each of said plurality of application components.

10. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 9 wherein a second application component latency baseline is determined for each of said plurality of application components and wherein said second application component latency baseline for each of said plurality of application components is displayed.

11. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 10 wherein a graph is generated for each application component that includes the application component's application component performance latency, first application component latency performance latency and second application component performance latency baseline.

12. (Currently amended) The method of for monitoring electronic commerce transactions as recited in Claim 11 wherein said application components include a login component, an order component, a configure component and a help component.

13. (Cancelled)

14. (Currently amended) A computer system comprising: The computer system as recited in Claim 13 wherein the processors are further operable to:

a bus;

a memory unit coupled to said bus, said memory unit including instructions for determining latency associated with a communication path extending between a customer network and one or more enterprise servers;

one or more processors coupled to said bus, the processors for executing said instructions, and when executing said instructions, operable to;

determine network transport latency between the computer system and a network device located between a remote customer network and another network, said network latency corresponding to a first leg of the communication path, the first leg extending between the computer system and the remote customer network;

transmit an application test from said computer system to said electronic commerce servers, wherein said application test is selected to represent at least a portion of said electronic commerce transactions;

receive back a test response from the electronic commerce servers, the response for the application test;

determine application test latency according to the received test response, wherein said application test latency corresponds to only a second leg of the communication path, the second leg extending from the computer system to the enterprise servers;

determine a first network transport latency baseline that indicates an average of previously determined values of network transport latency for a given day and time; and

determine a first application test latency baseline that indicates an average of previously determined values of application test latency for a given day and time[[.]]; and

display said network transport latency, said application test latency, and said baselines.

15. (Currently amended) The computer system as recited in Claim [[13]] 14 wherein the processors are further operable to:

determine deviation of said determined network transport latency from the previously determined values of network transport latency for the [[a]] given day and time;

determine deviation of said determined application test latency from the previously determined values of said application test latency for the [[a]] given day and time; and

display said determined deviation of said network transport latency and display displaying said determined deviation of said application test latency.

16. (Currently amended) The computer system as recited in Claim 14 wherein the processors are further operable to:

calculate a second different network transport latency baseline, said second network transport latency baseline indicating the lowest calculated network transport latency during a given time period; and

display said network transport latency, said first network transport latency baseline and said second network transport latency baseline on a the same graph.

17. (Currently amended) The computer system as recited in Claim 14 wherein the processors are further operable to:

calculate a second different application test latency baseline, said second application test latency baseline indicating the lowest calculated application test latency during a given time period; and

display said application test latency, said first application test latency baseline and said second application test latency baseline on ~~a~~ the same graph.

18. (Currently amended) The computer system as recited in Claim 14 [[13]] wherein the processors are further operable to:

determine and display different application component latencies for each of a plurality of application components.

19. (Previously presented) The computer system as recited in Claim 18 wherein the processors are further operable to:

determine first application component latency baselines and second application component latency baselines for each of the plurality of application components; and

generate a graph for each of said plurality of application components, each graph including one of the application component's application component latency, first application component latency baseline and second application component latency baseline.

20-27 (Cancelled).

28. (Previously presented) A system comprising:

one or more electronic commerce servers for conducting transactions with a computer located outside an enterprise network for the electronic commerce servers over a call path;

a network device located on the call path between the electronic commerce servers and the computer;

the network device configured to ping a device located in a same network as the computer to determine latency between the computer and the network device;

the network device configured to mimic a customer interaction with the electronic commerce servers to determine current performance of an electronic commerce application operating in the enterprise network; and

the network device to output the latency and performance determinations.

29. (New) The system of claim 28 wherein the network device is further configured to:

generate test packets and send the generated test packets to the electronic commerce servers, the generated test packets simulating a customer endpoint sending requests to the electronic commerce application, the sent test packets to at least in part mimic the customer interaction;

receive back a response to the sent packets, the response representing completion of the mimicked customer transaction;

analyze the received response to determine the current performance of the electronic commerce application operating in the enterprise network.

30. (New) The system of claim 29 wherein the network device is an access point located on an edge of the enterprise network and the test packets generated by the network device simulate an actual customer ordering a product using the electronic commerce application.

31. (New) The system of claim 29 wherein the electronic commerce application comprises a plurality of application components, and the mimicked customer transaction utilizes the application components.

32. (New) The system of claim 31 wherein the application components comprise a login component and an ordering component and the network device is further configured to:

simulate the customer endpoint logging into the electronic commerce application using the generated test packets;

simulate the customer endpoint ordering a product or a service using the generated test packets.

33. (New) The system of claim 29 wherein outputs indicate network latency attributed to a first leg of the call path, the first leg extending from the computer's network to the network device, and application performance based on an exchange occurring on only the second leg of the call path, the second leg extending from the network device to the electronic commerce servers.

34. (New) A system comprising:

means for simulating a customer transaction between one or more electronic commerce servers associated with an enterprise network and an access point that at least partially defines the enterprise network, said simulating means originating test packets that mimic a customer transaction;

wherein said simulating means measures performance of an application running on the electronic commerce servers independently of network conditions of a customer network;

means for measuring network transport latency between the access point and a customer device located in the customer network; and

means for outputting said application performance measurements and said network latency measurements.

35. (New) The system of claim 34 wherein said application performance measurement isolates application performance from performance associated with network elements located in the customer network.

36. (New) The system of claim 35 wherein said network transport latency measurement isolates performance of network elements located on a communication path between the access point and the customer network from performance of the application.

37. (New) The system of claim 34 means for identifying a communication path used for exchanging packets representing an electronic commerce transaction between the electronic commerce servers and the customer network;

wherein the access point is selected for the transaction simulation according to the presence of the access point on the communication path.

38. (New) The system of claim 34 further comprising:

means for generating a graph, the graph comparing the application performance measurement to other application performance measurements, each of the application performance measurements included in the comparison characterizing application performance during a same time segment of a daily or weekly period.

39. (New) The system of claim 38 wherein the generated graph plots application response time versus time.

40. (New) The system of claim 34 wherein the application performance measurement includes different performance measurements for each of a plurality of application components associated with the application.

41. (New) An apparatus comprising:

a bus;

a memory unit coupled to said bus, said memory unit including instructions for monitoring electronic commerce transactions

one or more processors coupled to said bus, the processors for executing said instructions, and when executing said instructions, operable to:

send first packets to one or more servers associated with a first network, the first packets representing interaction with an application associated with the servers, the first packets traveling over a first communication path extending from the servers to an access point of the first network;

identify a first latency measurement according to a response to the first packets;

send one or more second packets to a remote device located in a second different network, the second network being remote relative to the servers and the access point, the second packets traveling over a second communication path extending from the remote device to the access point;

identify a second latency measurement according to a response to the second packets; and display the latency measurements.

42. (New) The apparatus of claim 41 wherein the first and second communication paths are separate segments of a third communication path that communicatively couples the remote device to the servers, wherein each latency measurement corresponds to only one of the separate segments.